

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Baseline

Name of Program and Service: Keystone Adolescent Center-Community Support Program-Restitution/CS
Cohort Total: 12 SPEP ID: 148-T01
Selected Timeframe: Jan. 26, 2016-Jun. 7, 2017
Date(s) of Interview(s): May 16, 2017
Lead County & SPEP Team Representatives: Pamela Farkas, Mercer Co., Lisa Freese & Heather Perry, EPIS
Person Preparing Report: Pamela Farkas, Lisa Freese & Heather Perry

Description of Service: *This should include a **brief** overview of the service within the context of the program, the location and if community based or residential. Indicate the type of youth referred, how the service is delivered, the purpose of service and any other **relevant** information to help the reader understand the SPEP service type classification. (350 character limit)*

Keystone Adolescent Center (KAC) is a non-profit organization that has been providing services to youth and families throughout Mercer County, and surrounding areas, since 1993. The components of the program are to provide Short Term Shelter Care, Long Term Residential Care, Education through local school districts, as well as the Keystone Charter School, Transitional Living programs, foster care, and/or Community Based programs for both delinquent and dependent, male and females, ages 8-21. Due to its community based nature and emphasis on family preservation, KAC also offers constructive behavior modification, therapeutic counseling, and educational opportunities to youth by involving family in the treatment process. They focus on emotional, behavioral, academic, and family problems within the home, school, or in the community. Referrals are accepted from Juvenile Probation, Children and Youth, as well as private organizations. KAC's office is located at 201 Main Street, Greenville, PA 16125.

The focus of this report is Keystone's Community Support Program (CSP). CSP offers a variety of opportunities for juvenile offenders to fulfill their obligatory hours of court ordered community service and/or restitution. The purpose of CSP is to allow offenders the opportunity to fulfill their court mandated requirements, while providing them the chance to develop a sense of accountability, decision making skills and conflict resolution techniques. The Community Service aspect relies on collaborative partnerships with community members and organizations to allow offenders to fulfill their court mandated hours of community service. The CSP coordinates the community service for the offender in order to help them successfully fulfill their obligations to the community. The program monitors youth progress to ensure successful completion. Another aspect of the Community Support Program offered at Keystone Adolescent Center is the Accountability Through Employment (ATE), which allows juvenile offenders the opportunity to fulfill their financial obligations to their victims and pay off their fines, fees and other expenses accrued through the court system, while simultaneously developing their character through the opportunity to be gainfully employed.

Similarly, as part of the CSP, a monthly Victim Community Awareness (VCA) program is facilitated to allow each youth involved in the CSP an opportunity to gain perspective of the damages they have caused, whether emotionally, physically and or financially, to their community and to the victim(s) of their crime.

The four characteristics of a service found to be the most strongly related to reducing recidivism:

1. **SPEP™ Service Type:** Restitution/Community Service

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service type? There is no qualifying supplemental service

Was the supplemental service provided? n/a Total Points Possible for this Service Type: 15

Total Points Earned: 15 Total Points Possible: 35

2. **Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training and supervision, and how drift from service delivery is addressed.

Total Points Earned: 20 Total Points Possible: 20

3. **Amount of Service:** Score was derived from examination of weeks and hours each youth in the cohort received the service. The amount of service is measured by the target amounts of service for the SPEP service categorization. Each SPEP service type has varying amounts of duration and dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 6

Points received for Dosage or Number of Hours: 0

Total Points Earned: 6 Total Points Possible: 20

4. **Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

9 youth in the cohort are Moderate, High or Very High YLS Risk Level for a total of 7 points

0 youth in the cohort are High or Very High YLS Risk Level for a total of 0 points

Total Points Earned: 7 Total Points Possible: 25

Basic SPEP™ Score: 48 total points awarded out of 100 points. Compares service to any other type of SPEP therapeutic service. (eg: individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.

Program Optimization Percentage: 60% This percentage compares the service to the same service types found in the research. (eg: individual counseling compared to all other individual counseling services included in the research)

The SPEP and Performance Improvement

The intended use of the SPEP is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service feedback report, and these recommendations are the focus of the performance improvement plan, a shared responsibility of the service provider and the local juvenile court. The recommendations for this service included in the feedback report are:

The Community Support Program at Keystone Adolescent Center scored a 48 for the Basic Score and a 60% Program Optimization Percentage. It is classified as a Restitution/Community Service program type. The program could improve its capacity for recidivism reduction through:

1. Provide evidence that the protocol/manual is being used or referenced during service delivery.
2. Provide routine written feedback to the delivery staff, in addition to the annual performance review.
3. Target 60 hours of service for youth by collaborating with the juvenile probation department to communicate duration when referrals are made.
4. Continue to target moderate to high risk youth.

The Standardized Program Evaluation Protocol (SPEP™):

Service Score Results: Reassessment 1

SPEP™ ID and Time: 148-T02

Agency Name: Keystone Adolescent Center
Program Name: Community Support Program
Service Name: Community Support Program
Cohort Total: 13
Timeframe of Selected Cohort: August 1, 2018 - March 7, 2020
Referral County(s): Mercer (13)
Date(s) of Interview(s): March 2, 2020; September 11, 2020
Lead County: Mercer
Probation Representative(s): Pamela Farkas
EPIS Representative: Shannon O'Lone

Description of Service:

Keystone Adolescent Center is a non-profit organization that has been providing services to youth and families throughout Western Pennsylvania and North Eastern Ohio since 1993. The components of the program are to provide Short Term Shelter Care, Long Term Residential Care, Education through the Keystone Charter School or local school districts, Transitional Living Programs, and/or Community Based Programs for both delinquent and dependent, male and females, ages 8-21. Keystone Adolescent Center (KAC) provides 24-hour care and supervision for delinquent and dependent male youth. The facility is a 20 bed, residential and shelter facility that houses male youth from the ages of 8 -21. The facility is located at 60 South Race Street, Greenville, PA. Keystone Female Services (KFS) provides 24-hour care and supervision for delinquent and dependent female youth. The facility is a 24 bed, residential and shelter facility that houses female youth from the ages of 8 to 21. The facility is located at 95 South Race Street Greenville, PA.

The focus of this report is Keystone's Community Support Program (CSP). CSP offers a variety of opportunities for juvenile offenders to fulfill their obligatory hours of court ordered community service and/or restitution. The purpose of CSP is to allow offenders the opportunity to fulfill their court mandated requirements, while providing them the chance to develop a sense of accountability, decision making skills and conflict resolution techniques. There are three components offered through this program to address the specific needs and obligations of the youth: Community Service, Accountability Through Employment (ATE), and Victim Community Awareness.

The Community Service component relies on collaborative partnerships with community members and organizations to allow offenders to fulfill their court mandated hours of community service. The CSP coordinates the community service for the offender in order to help them successfully fulfill their obligations to the community. The program monitors youth progress to ensure successful completion.

Another component of the Community Support Program is Accountability Through Employment (ATE). Those youth who incur a financial obligation to their victim/s as a result of their crime can participate in ATE. Juvenile offenders can utilize the opportunity to pay off court fines, fees and other expenses accrued through the court system, while simultaneously developing their character and gaining valuable skills in becoming gainfully employed.

Similarly, as part of the CSP, a monthly Victim Community Awareness (VCA) program is facilitated to allow each youth involved in the CSP an opportunity to gain perspective on the harm they have caused, whether emotionally, physically and or financially, to their community and to the victim (s) of their crime. Additionally, through apology letters, service to their community and paid restitution, their efforts to repair the harm are realized.

The four characteristics of a service found to be the most strongly related to reducing recidivism:

1. SPEP™ Service Type: Restitution/Community Service

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service Type? There is no qualifying supplemental service

Was the supplemental service provided? N/A Total Points Possible for this Service Type: 15

Total Points Received: 15 Total Points Possible: 35

2. Quality of Service: Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training, staff supervision, and how drift from service delivery is addressed.

Total Points Received: 20 Total Points Possible: 20

3. Amount of Service: Score was derived by calculating the total number of weeks and hours received by each youth in the service. The amount of service is measured by the target amounts of service for the SPEP™ service categorization. Each SPEP™ service type has varying amounts of duration and contact hours. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction.

Points received for Duration or Number of Weeks: 8

Points received for Contact Hours or Number of Hours: 4

Total Points Received: 12 **Total Points Possible:** 20

4. Youth Risk Level: The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS.

13 youth in the cohort are Moderate, High, Very High YLS Risk Level for a total of 12 points

2 youth in the cohort are High or Very High YLS Risk Level for a total of 3 points

Total Points Received: 15 **Total Points Possible:** 25

Basic SPEP™ Score: 62 total points received out of 100 points. Compares service to any other type of SPEP™ therapeutic service. (e.g. individual counseling compared to cognitive behavioral therapy, social skills training, mentoring, etc.)

Note: Services with scores greater than or equal to 50 show the service is having a positive impact on recidivism reduction.

Program Optimization Percentage: 78% This percentage compares the service to the same service types found in the research. (e.g. individual counseling compared to all other individual counseling services included in the research.)

The SPEP™ and Performance Improvement

The intended use of the SPEP™ is to optimize the effectiveness of reducing recidivism among juvenile offenders. Recommendations for performance improvement are included in the service Feedback Report, and these recommendations are the focus of the Performance Improvement Plan, a shared responsibility of the service provider and the juvenile probation department.

1. Regarding Quality of Service Delivery:

a. Written Protocol:

- i. Within the written protocol, identify/describe how all three components of this service tie together.
- ii. Develop a review schedule to update the protocol/policy on a regular basis and ensure the most current version and associated curricula (VCAC and Philip Roy Curriculum) is being utilized.

b. Staff Training:

- i. Develop a booster training specifically for the Community Support Program that incorporates all three components of the service.

c. Staff Supervision:

- i. Determine if a single process/mechanism would be beneficial to document observations of all components of this service and provide written feedback to each employee.
- ii. Incorporate into the yearly evaluation form a section to address quality of service delivery specific to the Community Support Program.

d. Organizational Response to Drift:

i. Program Enhancement (Policies and Procedures manual):

1. Enhance/develop if-then approach that are detailed to include responses to interruption of service, missed sessions, and steps to review and correct drift for each of the three components of the service.

2. Regarding Amount of Service:

- a. Maintain communication with referring JPO to better match research recommendations for the targeted amount of service and appropriate length of stay for each youth.

3. Regarding Risk Level of Youth Served:

- a. Maintain collaboration with referral JPO to consider the appropriate risk level for each youth.